Bengaluru Metropolitan Transport Corporation

Address:

Central offices, Shanti Nagar, Bengaluru- 560 027, Karnataka, India

BIDS FOR

Engaging an agency for providing Call Centre Services

Tender Number: BMTC/2023-24/SE0219

Through KPP Portal of Government of Karnataka

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Schedule of tender:

1. The Pre-bid Meeting will be held on **05.02.2024@:**11.30 Hours in the Mini Meeting Hall, 4th Floor, BMTC Central Offices, Shanthinagar, Bengaluru-560027.

2. A prospective tenderer may seek clarifications in writing or e-mail to the tender inviting authority on or before 03.02.2024 till 17:30 hours. Address for communication: The Controller of Stores and Purchases, BMTC Central Office, Shanthinagar, Bengaluru 560027. Email Id: **cosp@mybmtc.com**.

3. **Last date and time for submission of tender documents through e-procurement portal**: Date. 12.02.2024, Time 14:30 Hrs.

4. **Opening of prequalification offers**: Date. 14.02.2024 at 14:30 Hrs.

5. **Opening of commercial offers**: Date 16.02.2024 at 14:30 Hrs.

1. Introduction

BMTC is desirous of entrusting the work of attending to passenger/public calls and providing infrastructure information required over phone and other media through qualified and professional manpower (human resources) 24*7 Helpline to attend the passenger/public calls.

Key benefits envisaged in **establishment of BMTC Helpline,** key are listed as below:

- Single Unique Number common across the State of Karnataka.
- Timely access to Information.
- Local language capability
- Grievance handling and timely disposal of grievances is achieved.
- Provide Service/Grievance tracking information
- Accountability, Transparency and Responsiveness achieved.

2. Scope of Work

1 Overview

a) The Service Provider shall provide a Manpower Services for the integrated 24x7, 18 Seater Helpline of BMTC (Expandable up to 22 seater).

b) The BMTC has to work round the clock (3 shifts) through the professional Manpower. Create wide spread customer communication as a one stop shop for all BMTC related queries through an easy-to-remember Helpline number (Presently 080-22483777).

c) The Helpline executive Should handle multi-channel complaint Registration Facility modes (Phone, SMS, Online, E-mail, WhatsApp, Facebook, Twitter, Live Chat and other modes), 100% Voice Recording (For quality and training purposes).

d) The Service Provider shall provide 22 Helpline Executives (8 in first shift, 8 in second shift and 2 in third shift excluding 4 buffer) for receiving and closure of complaints received from the Public. The engaged manpower personnel has to work in shift basis round-the-clock.

e) Helpline acts as a nodal point for all commuter related information like General enquiries, routes/ schedules/ fares details, arrival/ departure/delays, Operational details, location of bus stations / depots, Luggage rates, casual contract details, Package Tours, pass details, reservation enquiries, seat availability, discounts, Cancellation, refunds, report accidents, incidents, feedback on operations, other facilities offered by BMTC and all relevant details pertaining to BMTC. It shall collect queries and feedback from commuters, document it for analysis and disseminate to concerned departments.

f) The Helpline Executive receives the call over phone and issues the docket number to the Caller, after registering the complaint through online application by collecting required details like Caller name, contact number, email ID and nature/details of complaint.

g) As soon as the docket is registered in CRM, the system will route Enquiries/Grievances/Complaint to concerned BMTC officials automatically.

h) Helpline Executives have to speak to consumers (5% on random basis) to check the closed complaint dockets to get it confirmed, whether the complaint is attended or not by the concerned officers.

i) The Executives have to monitor all the complaints registered through SMS, Online, E-mail, Facebook, WhatsApp, Twitter, Live Chat and any other modes of complaints.

j) Liaison with Control Room of BMTC for immediate relief arrangement whenever messages related to Breakdowns/ Accidents/ untoward incidents are reported to Helpline

k) The Service Provider shall provide 1 Team Leader to manage the activities of the Helpline and generate various MIS reports indicating the number of complaints, nature of complaints received, complaints attended, complaints pending and reasons for not attending the complaints (Depot/Zone wise) and other works assigned by the BMTC officers.

l) The Engaged Manpower i.e. the Helpline Executives, Team Leader and Team Manger have to work in shift basis as directed by BMTC

m) Both BMTC and Service provider shall nominate one official each as single point of contact.

n) The working hours for the Helpline Executives, Team Leaders as follows:

i. The Helpline should work on 24x7 basis in 3 shifts per day including General National holidays.

ii.

iii.

Working hours	No of executives to be deployed	Team Leader
First Shift: 6.00 AM to 2.00 PM	As per the requirement of BMTC	One Team Leader
Second Shift: 2.00 PM to 10.00PM	As per the requirement of BMTC	
Third Shift:10.00 PM to 6.00 AM	As per the requirement of BMTC	

The Shift timings shall be

customized according to the traffic pattern. The Service Provider shall engage minimum required persons in each shift.

o) The BMTC reserves all rights regarding functioning of helpline.

p) All calls have to be attended to the fullest satisfaction of the commuters.

q) PRI Lines will be provided by BMTC, Telephone monthly charges will be borne by BMTC.

r) The Service Provider shall provide the list of employees along with their details and intimate the client on the changes in employees made if any.

2 Deliverables:

a) All Complaints/Enquiries/Grievances of the previous day shall reach the respective department of BMTC and the action taken reports shall be collected at 10 AM every day and send consolidated report to concerned BMTC officials through mail by 11 AM.

b) Report of action taken on Complaints/Enquiries/Grievances of the commuters.

c) Daily, weekly, fortnightly, monthly and yearly statement indicating the details of complaints / suggestion / feedback, action taken, number of calls received for various issues such as operational enquiries, general enquiries, complaints etc.,

d) Consolidated statements of the above reports and call traffic report along with status of each Complaints/Enquiries/Grievances shall be provided both in soft and hard copy as per the requirement of BMTC.

2.1.1 Responsibility of Manpower-CCE/TL:

1) Responsibilities of Helpline Executive:

i. Manage large amounts of inbound calls in a timely manner.

ii. Handling E-mail, Facebook, SMS, Twitter, WhatsApp and Live Chat complaints and any other modes.

- Calls: 3000 /day
- Emails approx.: 500/Day
- Facebook/Twitter approx.: 300/Day
- SMS approx.: 500/Day
- WhatsApp approx.: 500/Day

iii. Register the complaints and provide the docket numbers/updates to consumer complaints and requests by identifying Public needs, clarifications issues, trying to provide solutions/alternatives.

iv. All the complaints should be followed up and monitored, redressed and dockets must be closed invariably confirmed by the Public, using online software only.

v. Top priority Accident, Breakdown and Major Interruptions complaints have to be brought to the notice of Team Leader and Team Managers.

vi. Important complaints or updates have to be brought to the notice of Team Leader, Team Manager and Shift In-charge, like VIPs in report issues.

vii. Prepare and update MIS reports of complaints registered on hourly, daily, weekly and monthly basis and, send 'Every Eight Hours Category A Complaints' for concerned officers.

viii. Send 'Daily Status of Complaints Report' to all the BMTC Official with in prescribed time.

ix. Follow-up of Cumulative complaints on daily/category basis.

x. Any other works assigned by BMTC Officers/ Staff at Helpline.

xi. Should be proficient in Tele-conversation. They must possess essential communication skill like softness, clarity and pleasant speech while interacting with consumers over telephone.

xii. Should have Knowledge of Demography and Geographical locations of Bengaluru and other districts where BMTC services are operated.

xiii. Should be able to communicate at least in Kannada and English language.

2) Responsibilities of Team Leader:

i. Team leader should take care of the Helpline executive activity at micro level and Handling team of executives

ii. Manage, train, guide and monitor executive workload and development.

iii. Handling Public issues, escalations call and follow problems with concerned department officials. Approx.30-40 Escalation calls/TL/Shift

iv. Bring Accident, Breakdown and major interruption complaints on Top Priority to the notice of Team Manager, Shift In-charge and concerned Officers of BMTC.

v. Checking the attendance status of the executives and handling break time of the all the executives.

vi. Monitoring calls, to ensure that the executives follow procedures and maintain quality standards.

vii. Prioritizing BMTC officials queries.

viii. Handling cumulative pending complaints of all categories.

ix. Quality Check and verification of prepared Daily GIST of paper clippings and daily status of complaint report.

x. Providing knowledge based training of 'Helpline BMTC' to executives.

xi. Monitoring Facebook, E-mail, WhatsApp and Twitter complaints.

xii. Monitoring of calls for Quality Check.

xiii. Handling over the data, reports and follow up complaints pertains to concerned officers.

xiv. Handling customer's issues, escalation calls and follows up problems with concerned department officials.

xv. Improve quality of Customer Service Experience.

xvi. Ensure team is abreast with latest development in BMTC through continuous training.

xvii. Manage and motivate team members towards achieving optimal performance in day to day work.

xviii. Assist the Helpline executives in challenging situations for resolving issues by barging (taking over) their calls.

xix. Coordinating for Formatting and checking periodic reports.

xx. Providing knowledge based training for Helpline Executive.

xxi. Coordinating with BMTC regarding any escalations, software issues and latest developments of BMTC

xxii. Any other works assigned by BMTC Officers.

3) Experience:

i) Helpline Executive: Shall be Graduate in any degree with Minimum 1 year experience in Helpline /BPO.
ii) Team Leader: Shall be Graduate in any degree with minimum 3 years' experience in Helpline/BPO.
iii) They should have knowledge, proficiency and experience of computer skills in M.S.Word, Excel, Access and Power Point, Nudi, Internet, generation of MIS reports and similar applications

3 Other Requirements

a) The system shall be reliable, responsive and sensitive to the customer queries resulting in increased customer satisfaction by giving consumers a definite and assured response to their queries

b) The Helpline shall be a system that centrally records, tracks and analyses the queries received make it feasible to measure/ improve performance of the enrollment centers

c) It is very much essential to maintain utmost politeness while communicating with the callers

d) BMTC reserves the right to increase or decrease the number of executive seats according to the requirement.

e) The agency shall comply with all the statutory laws prevailing during the period of the project.

3. Qualification

Pre-qualification Criteria:

a. The bidder should be a registered company under registrar of companies. The certificate of incorporation and memorandum of association shall be submitted in proof
b. The tenderer should have a minimum of 3 years experience in Call Centre/Help Line Management.
c. The Agency must be profit making company for last three years and have minimum average turnover of One crores for last three years 2020-21, 2021-2022 and 2022-23 from providing Helpline Services. They need to submit duly supported Audited Statement of Accounts i.e. Profit and Loss Account, Balance Sheets, service tax assessment returns for the last three years (2020-21, 2021-2022 and 2022-23). The agency should submit audited statement of accounts in original, duly attested by the Chartered Accountant along with the pre-qualification offer. In case, the Agency submits Xerox copies of the audited statement of accounts, the same should be re-attested by a Chartered Accountant. (Documents like self-certification of turnover, certified income statement prepared for filing IT, etc will not be considered.
d. The bidder should have not been blacklisted by any Government / reputed organizations
e. The Agency should submit Pre-qualification Offer and Financial Bid separately.
f. The Agency should have provided at least 50 professionals to one or more Departments / Undertakings / Corporations of State or Central Government or Reputed Organizations for at least three financial years and should have rendered services satisfactorily. (Documentary proof in the form of certificate issued by the Department / Organization / Undertaking / Corporation for satisfactory services rendered shall be scanned and uploaded along with service agreements, work orders etc. BMTC will verify the documents with the concerned wherever necessary).
g. The agencies should submit an undertaking to open an office in Bangalore on successful selection in the tender
h. The agency shall upload the copies of the following documents:
i. Certification of Incorporation under Companies Act 1956

j. Certificate of Registration under the Employees State Insurance Act (ESI) – Previous half yearly and yearly statements / returns submitted to ESI authorities for each employee.
k. Provident Fund Registration Certificate issued by the Regional Provident Fund Commissioner – Previous statement of yearly returns submitted to PF authorities for each employee.
l. Service Tax Registration Certificate.
m. Registration Certificate with Labour Department.
n. Certificate of Registration under Professions Tax Act
o. Copy of the PAN card of the agency.
p. Any other registrations required as per the existing laws relating to providing manpower services.
q. Agencies whose contracts have been terminated / foreclosed by the employer during the last 3 years due to non-fulfilment of contractual obligations / non-compliance of statutory obligations are not eligible to bid. The agency should clearly specify and submit an undertaking in writing separately stating that they do not fall under this category.
r. The agency should provide personnel with regional language (Kannada) proficiency.
s. The personnel should be under the establishment rolls of the agency itself and the leaves, payment of salaries should be regulated by agency itself. Prior approval of leave shall be obtained from BMTC.
t. The personnel provided by the agency shall not have any right to claim appointment in BMTC.

4. Service Level Requirements

The SLAs are classified into two categories:

a) Project Start-up SLAs and

b) Operational SLAs

The project start-up SLAs will apply until the Helpline is operational. The operational SLA's specify the service levels to be adhered to by the Helpline post the Go-live of operations.

4 Project Start-up SLA

Requirement: The following activities shall be completed and the Helpline shall Go-live within ten calendar days, after issuance of Letter of Intent:

- Recruitment of Manpower
- Proper training about complaint management system develop by BMTC for Testing and Mock Calls
- Go-live & start of Helpline operations

Penalty

A penalty of Rs. 5,000 per day will be applied for each day of delay. BMTC reserves the right to confiscate the full Bank Guarantee amount and terminate the contract when the delay is in excess of 10 calendar days.

1. Manpower deployment:

a. Payment towards manpower is against actual deployed.

b. In case of agent Rs.50 per agent per hour (in accordance as per work order), part time work of agents will not be billed.

BMTC reserves the right to terminate the contract and confiscate the full Bank guarantee. One month settle down period (beta period) from the Go-live is given to start with SLA calculation.

5 Penalty Clauses:

Sl No.	Type of deficiency in service	Periodicity of complaints in a month	Penalty
1	Misbehaviour with the commuter, failure to follow the instructions given by BMTC, improper handling of the CRM, failure to execute the scope work as	1st time	Warning notice
		2-5 times	Rs. 500 fine on each occasion
		More than 5 times	Rs. 1000 fine on each occasion
		Same is repeated for more than 3	Termination of the contract

	enumerated.	months	

5..Bidding Process

a) This invitation for bids is open to all Indian firms who fulfil qualification criteria as specified in this RFP.

b) Bidders declared by Govt. of Karnataka to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.

c) Breach of general or specific instructions for bidding, general and special conditions of contract with Govt of Karnataka or any of its user organizations during the past 3 years may make a firm ineligible to participate in bidding process.

d) Invited Bidders are advised to study this Tender document carefully. Submission of Bid for the Project shall be deemed to have been done after careful study and examination of this document with full understanding of its implications

e) Bids shall be submitted in KPP portal platform only (https://kppp.karnataka.gov.in) as per the bid submission timelines specified in the e-Procurement platform.

6 Bid Evaluation

The evaluation process of the tender, Proposed to be adopted by the purchaser is indicated under this clause.

1. **Evaluation of Pre-qualification Bid**
   a) First the pre-qualification proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Commercial proposal of bidders, who do not meet the pre-qualification criteria, will not be opened.
   b) Documents and required forms uploaded by the bidders as part of the pre-qualification criteria will be opened and evaluated for compliance in this stage of evaluation.
2. **Evaluation of commercial bid**
   Only those Bidders, who meet all the pre-qualification criteria, shall be considered for Commercial Evaluation of bidder. BMTC will review the documents of the bidder.
3. **Evaluation Criteria:**
   Lowest evaluated price for the total sum for a month (which includes salary of the 22(18+4buffer) CCE and 1TL). i.e [(22*salary quoted for

CCE/month/person)+(1* salary quoted for TL/month/person) as per the scope of the work of tender)]

7 Procedure for Submission of Bids

5.1.1 Tender Processing Fees and Download of Tender Document

The Biding under this contract is electronic Bid submission through website https://kppp.karnataka.gov.in. Detailed guidelines for viewing Bids and submission of online Bids are given on the website. The Invitation for Bids is published on this website. Any citizen or prospective Bidder can log on to this website and view the Invitation for Bids and can view the details of works for which Bids are invited. The prospective Bidder can submit Bids online; however, the Bidder is required to have enrolment/registration in the website and should have valid Digital Signature Certificate (DSC). The DSC can be obtained from any authorized certifying agencies. The Bidder should register in the web site https://kppp.karnataka.gov.in . After this, the Bidder can login the site through the secured login. Bidders are requested to go through the Bid documents carefully and submit the required information without exception otherwise Bids will be rejected.

5.1.2 Modes of Submission

All interested bidders shall pay EMD as detailed in the **Annexure-A1** and Tender Processing fee as mentioned in e-Procurement portal through any of the online payment modes. Bidders shall submit their Pre-qualification/Technical and Commercial RFP responses electronically using the unified e-Procurement platform. The e-Proc portal is available at: https://kppp.karnataka.gov.in/

Companies shall submit the tenders only through the unified e-Procurement system before the scheduled date and time for bid submission. Tenders submitted after the due date and time shall not be considered and BMTC will not be liable or responsible for any delays due to unavailability of the portal and the internet link.

All the bid documents shall be filled by the bidder and submitted along with other bid documents. Incomplete and incorrect documents may be subject to rejection of the bid.

8 Authentication of Bid

The response bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. A letter of authorization shall be supported by a written power-of-attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialled and stamped by the person or persons signing the bid.

9 Validation of interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

10 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation for the purposes of clarification of the bid, if so desired by the BMTC. The BMTC, will in no case be responsible or liable for those costs, regardless of the outcome of the Tendering process.

11 Clarification on Tender Document

The Bidder can get clarification on any doubts during Pre-Bid meeting on a scheduled date. The Pre-bid Meeting will be held on **05.02.20234@11.30** Hours in the Mini Meeting Hall, 4th Floor, BMTC Central Offices, Shanthinagar, Bengaluru-560027.

A prospective tenderer may seek clarifications in writing or e-mail to the tender inviting authority on or before **03.02.2024@17.30Hrs**. Address for communication: The Controller of Stores and Purchases, BMTC Central Office, Shanthi Nagar, Bengaluru 560027. Email Ids: cosp@mybmtc.com.

12 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the BMTC, shall be written in English language. Any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by a duly attested English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

This bid should be filed in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidder.

13 Amendment of Tender

a) At any time prior to the last date for receipt of Bids, BMTC, may, for any reason, whether at its own initiative or in response to a clarification requested by the Bidders, modify the Tender by issuing an addendum/corrigendum. Any such amendment issued along with the original Tender document will constitute Revised Tender.

b) The addendum/corrigendum will be uploaded only on **https://kppp.karnataka.gov.in** website. The Bidders are requested to visit the website frequently to check for any amendments.

c) BMTC, may at any time during the Tendering process but before opening the technical bid request the Bidders to submit revised Technical / Commercial Bids and/or Supplementary Commercial Bids, in case of change in Scope of Work, without thereby incurring any liability to the affected Bidder or Bidders.

14 Bid Validity Period

5.1.3 Period of Validity of Bids

Bids shall remain valid for 90 days after the date of opening of Technical Bids prescribed by the BMTC. **A bid valid for a shorter period may be rejected as non-responsive**. However, the prices finalized after opening the tenders shall not increase throughout the period of implementation and operation.

5.1.4 Extension of Period of Validity

In exceptional circumstances, the BMTC may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing (or by fax). The validity of EMD/SD shall also be suitably extended.

15 Modification and Withdrawal of Bids

5.1.5 Written Notice

The Bidder may modify or withdraw its bid after the bid's submission, provided the bidder does withdraw the bid in e-Procurement system before the due date for bid submission.

5.1.6 Signing and Marking of Notice

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions said earlier. A withdrawal notice may also be sent by fax but followed by a signed confirmation copy, post marked not later than the last date for receipt of bids.

5.1.7 Last Date for Notice

No bid may be altered / modified subsequent to the closing time and date for receipt of bids. Unsolicited correspondences from Bidders will not be considered. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD.

16 Consortium Bids

The Bidder is NOT allowed to form Consortium of any nature whatsoever to perform the Services as specified under this RFP.

17 Contacting the Bangalore Metropolitan Transport Corporation

5.1.8 Contact by Writing

No bidder shall contact the BMTC on any matter relating to its bid, from the time of bid opening to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of the BMTC, it should be done in writing. But unless the related information uploaded in the e-proc platform the additional information shall not be considered.

5.1.9 Rejection of Bid

Any effort by a Bidder to influence the BMTC in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

18 BMTC's Right to Vary Scope of Contract at the time of Award

- The BMTC may at any time, by a written order given to the Bidder, make changes to the scope of the Contract as specified.
- If any such change causes an increase or decrease in the cost of or the time required for the Bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Bidder's receipt of the changed order.

19 BMTC's Right to Accept Any Bid and to reject any or All Bids

- The BMTC reserves the right to accept any bid and to annul the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the BMTC's action.
- The BMTC reserves the right to negotiate the commercials with the selected Bidder and seek revised commercial bid.

20 Notification of Award

5.1.10 Notification to Bidder

Before the expiry of the period of validity of the proposal, the BMTC shall notify the successful Bidder in writing by registered letter or by fax, that its bid has been accepted. The Bidder shall acknowledge in writing receipt of the notification of award and shall send their acceptance to enter into agreement within seven (7) days of receiving the notification.

5.1.11 Signing of Contract

The notification of the award shall constitute signing of the agreement. The signing of agreement will amount to award of contract and bidder will initiate the execution of the work as specified in the agreement. At the same time as the BMTC notifies the successful Bidder that its bid has been accepted, the BMTC will send the Bidders the Performa for Contract, incorporating all agreements

between the parties. Within 7 days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to the BMTC.

5.1.12 Discharge of Bid Security

Upon the successful signing of the agreement, BMTC shall promptly request the Bidder to provide performance guarantee, which shall be submitted within 30 days of the notification of the award.

5.1.13 Expenses for the Contract

The incidental expenses of execution of agreement / contract shall be borne by the successful bidder.

21 Failure to abide by the Agreement

The conditions stipulated in the agreement shall be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of the BMTC with such penalties as specified in the Bidding document and the Agreement.

22 Bank Guarantee for Contract Performance

- Within a month of the receipt of notification of award from the BMTC, the successful Bidder shall furnish the performance security in accordance with the Terms & Conditions of Contract, in the Contract Performance Guarantee Bond provided in the Annexure to this RFP Volume
- Failure of the successful Bidder to comply with the requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD/Security Deposit. In case of exigency, if the BMTC gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the successful Bidder.

23 Confidentiality of the Document

This Tender Document is confidential and the BMTC shall ensure that anything contained in this Tender Document shall not be disclosed in any manner, whatsoever.

24 Rejection Criteria

Besides other conditions and terms highlighted in the tender document, bids may be rejected under following circumstances:

5.1.14 Qualification rejection Criteria

- Bids submitted without EMD or with improper EMD.
- If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Tendering Process.
- Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.
- Bids without signature of person (s) duly authorized on required pages of the bid
- Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.
- Failure to furnish proofs for information provided
- Technical Bid containing commercial details. Bidders shall ensure that commercial documents are scanned and uploaded in the slots specified in e-Procurement platform.
- Revelation of Prices in any form or by any reason before opening the Commercial Bid.
- Failure to furnish all information required by the RFP Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- Failure to furnish proofs for information provided
- Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidder.
- Bidders not complying with the Technical and General Terms and conditions as stated in the RFP Documents.
- The Bidder not conforming to unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.
- If the bid does not conform to the timelines indicated in the bid.

5.1.15 Commercial Rejection Criteria

- Incomplete Price Bid

- Price Bids that do not conform to the Tender's price bid format.
- Total price quoted by the Bidder does not include all statutory taxes and levies applicable.
- Final decision about rejection shall be taken by BMTC.

25 Concessions permissible under statutes

Bidder, while quoting against this tender, must take cognizance of all concessions permissible under the statutes including the benefit under Central Sale Tax Act, 1956, failing which it will have to bear extra cost where Bidder does not avail concessional rates of levies like customs duty, excise duty, sales tax, etc. Bangalore Metropolitan Transport Corporation will not take any responsibility towards this.

26 Liquidated Damages

Subject to clause for Force Majeure if the bidder fails to complete the assignment in compliance to the RFP before the scheduled completion date or the extended date or if agency repudiates the Contract before completion of the Work, BMTC at its discretion may without prejudice to any other right or remedy available to the BMTC the Contract, forfeit the entire performance bank guarantee submitted by the agency, apart from blacklisting of the agency for further participation in any of the tenders of BMTC.

Any such recovery or liquidated damages shall not in any way relieve the agency from any of its obligations to complete the Works or from any other obligations and liabilities under the Contract.

27 Termination of Contract

Agency shall adhere to all the requirements of RFP and shall comply with the Non Disclosure Agreement (NDA) to ensure data privacy. Any violations / non-compliance of any of the contract conditions will entail termination of the contract without prejudice to the rights of the BMTC with such penalties as specified in the RFP and the Agreement. Upon such termination, BMTC will have the right to forfeit the entire performance bank guarantee submitted by the agency, further BMTC reserves the right to blacklist the agency for further participation in any of the tenders of the BMTC.

Upon termination, BMTC will have the right to put in place any other agency for carrying out the remaining enrolment work. Any extra expenditure shall be recoverable from the agency.

Where a change of management of the Agency has occurred whereby the Agency company has merged, amalgamated or been taken over, due to which the majority shareholding of the Agency has been transferred to another entity, and in case requirements for the Agency set out in the RFP are not complied with, the BMTC can by a 30 (Thirty) days written notice, terminate this Agreement and such notice shall become effective at the end of the notice period.

BMTC reserves the right to terminate the contract citing no reasons whatsoever upon issuance of one month's notice.

28 Force Majeure

a) Neither Party to this Agreement or to the SLA shall be liable to the other for any loss or damage which may be suffered by the other party directly to the extent and for the duration of any cause beyond the reasonable control of the Party unable to perform ("Force Majeure") events such as but not limited to acts of God not confined to the premises of the Party claiming the Force Majeure, flood, drought, lightning or fire, earthquakes, strike, lock-outs beyond its control, labour disturbance not caused at the instance of the Party claiming Force Majeure, acts of government or other competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotions etc. No failure, delay or other default of any contractor or sub-contractor to either Party shall entitle such Party to claim Force Majeure under this Article.

b) The Party seeking to rely on Force Majeure shall promptly, within 2 days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defence with particulars detailed in writing to the other Party and shall demonstrate that it has taken and is taking all reasonable measures to mitigate the events of Force Majeure.

    a. In the event the Force Majeure substantially prevents, hinders or delays the Agency's performance of Services necessary for project's implementation or the operation of Project's critical business

functions for a period in excess of 3 days, BMTC may declare that an emergency exists. However, when the situation arising out of force Majeure comes to an end in the assessment of BMTC, the Agency shall resume normal activities under this agreement immediately. If BMTC considers it necessary, may grant an extension of time to the Agency for resuming normal activities under this agreement. If the Agency does not resume normal activities immediately or within the extended period, if any, granted by the BMTC, the BMTC will have the option to invoke the Performance Guarantee, levy liquidated damages, obtain substitute performance from an alternate supplier at the cost of Agency and/or terminate this Agreement.

b. Notwithstanding the terms of this Article, the failure on the part of the Agency terms under the RFP to implement any disaster contingency planning, insurance coverage and back-up and other data safeguards in accordance with the terms of the RFP or this Agreement against natural disaster, fire, sabotage or other similar occurrence shall not be an event of Force Majeure.

6. Award of Contract and its Execution:

a. Lowest quoted rates in the financial bid and the conformity to the requirements specified in the RFP shall be the basis for awarding the contract.
b. BMTC reserves the right to negotiate with the successful bidders.
c. The Agency is bound to submit any clarification / additional documents that BMTC may request and same should be furnished within the specified timelines. The cost incurred by the bidders towards application/clarifications or discussions/conference shall be borne by the bidders and BMTC in no case will be responsible or liable for such costs irrespective of the outcome of the process.
d. The appointed Agency shall provide the detailed profile of the manpower (along with the certificates/testimonials) that would be deployed in BMTC, as per this RFP, within 7 days from the date of issue of LOI. The manpower whose profiles are found to be in deviation from the requirement described in this RFP will stand summarily rejected.
e. The successful firm/organization shall not further outsource the assignment to other individual/firms/organizations and if found so, the contract shall be deemed to be cancelled and this shall also lead to blacklisting of the Agency.
f. Confidentiality: The Agency and the manpower hired shall not at any time, communicate to any person or entity any confidential information acquired in the course of providing the services and thereafter except when specifically so directed by BMTC. The selected call centre agency shall sign NDA with BMTC.

7. PAYMENT TERMS

a) Bills for providing call centre services shall be submitted by the Agency/Agencies by the 5th day of subsequent month
b) 75% of the bill amount (for the previous month) will be paid to the call centre agency by the 15th day of the month. The remaining 25% will be paid by end of the month, subject to implementation of SLAs.
c) Payments shall be subject to deductions of any amount for which the Agency is liable under the agreement against this contract.
d) Payments shall be inclusive of all taxes as applicable
e) Should there be a requirement for extension of services of call centre; payments shall be made as per the terms and conditions of the initial contract.

8. Liability clause

Liability arising out of any legal conditions shall survive the term of the contract

9. Contract Validity

The agreement with the call centre agency will be valid initially for a period of 2 year after which BMTC reserves the right to extend the contract on annual basis for an additional 1 years based on performance of agency with mutual consent.

10. ANNEXURES

29 Format 1 – Bid Letter

To,

The Controller of Stores & Purchases,
Central Offices, BMTC, TTMC Building,
K.H. Road, Shanthinagar,
Bangalore – 560027.

Sir,

Subject: **Engaging an agency for providing Call Centre Services.**
Reference: Tender No*:* BMTC/2023-24/SE0219

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect to the "**Engaging an agency for providing Call Centre Services**, do hereby propose to provide our services as specified in Tender.

1) Technical Response

We confirm having submitted the information as required by you in your Request for Proposal document. This is enclosed in Section -- to Section -- of our technical bid. In case you require any other further information/documentary proof in this regard for evaluation of our bid, we agree to furnish the same in time to your satisfaction.

2) Bid Security

We have paid an EMD of Rs.50,000.00/- (Rupees Fifty thousand only) through the portal https://kppp.karnataka.gov.in . This EMD is liable to be forfeited in accordance with relevant provisions of the RFP.

3) Deviations

We declare that all the services shall be performed strictly in accordance with the bid documents except for the variations and deviations, all of which have

been detailed out exhaustively in the following statements, irrespective of whatever has been stated to the contrary any-where else in our bid:

- Statement of Deviations on technical, commercial and terms and condition

Further, we agree that additional conditions, if any, found in the bid documents, other than those stated in deviation schedule, shall not be given effect to.

4) Performance Bank Guarantee

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance bank guarantee in the form prescribed in the RFP.

5) Validity of this Bid

We agree to abide by this tender response for a period of 90 days from the date of submission of the bid and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and BMTC.

We undertake, if our proposal is accepted, to adhere to the implementation plan for the Proposed System at BMTC put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and BMTC or its appointed representatives.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept a Bid you receive.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory)

Name :

Designation :

Seal :

Date :

Place :

Business-Address:

11.2Format 2 - General Information about the Bidder

Details of the Bidder (Company)				
1.	Name of the bidder			
2.	Address of the Bidder			
3.	Status of the Company (Public Ltd/ Pvt. Ltd)			
4.	Details of Incorporation of the Company		Date:	
			Ref. #	
5.	Details of Commencement of Business		Date:	
			Ref. #	
6.	Valid Sales tax registration no.			
7.	Valid Service tax registration no.			
8.	Permanent Account Number (PAN) and Tax Deduction & Collection Account Number (TAN)			
9.	Name & Designation of the contact person to whom all references shall be made regarding this tender			
10.	Telephone No. (with STD Code)/Mobile Number			
11.	E-Mail of the contact person:			
12.	Fax No. (with STD Code)			
13.	Website			
14.	Details of 3 G2C (Government to Citizen) call centre related projects handled in last 5 years.(Work orders should be scanned and uploaded.)			
15.	Financial Details (as per audited Balance Sheets) (in Cr)			
16.	Year	2020-21	2021-22	2022-23
17.	Net Worth			

18.	Turn Over			
19.	PAT			

11.3Format 3 – Declaration of Acceptance of Terms and Conditions in RFP

To,

The Controller of Stores & Purchases,
Central Offices, BMTC,
TTMC Building, KH Road,
Shanthinagar, Bangalore – 560027.

Sir,

Subject: **Engaging an agency for providing Call Centre Services.**

Reference: Tender No*:* BMTC/2023-24/SE0219.

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document Subject: Reference: Tender No*:* BMTC/2023-24/SE0219 regarding **Engaging an agency for providing Call Centre Services.**

I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)
Printed Name
Designation
Seal
Date:
Business Address:

30 Format 4: Undertaking on Being Not Black-Listed

This is to certify that << COMPANY NAME >> is not blacklisted by the Government of Karnataka or any of its agencies for any reasons whatsoever and the bidder should not be blacklisted by Central / any other State/UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices as on last date of tender submission.

Company Secretary / Authorized Signatory
Name of Signatory:
Bidder Name:
Date
Place

31 Format 5: Undertaking on Office Premises & Resources

This is to certify that << COMPANY NAME >> has an office in the Bangalore and -------- number of employees work in this office. Relevant address proof is enclosed.

Company Secretary / Authorized Signatory
Name of Signatory:
Bidder Name:
Date
Place

11.6 Format 6: Additional format

ADDITIONAL FORMAT						
NOTE : THE BIDDERS SHOULD FILL THE DETAILS AS MENTIONED IN THE FORMAT AND THE SAME SHOULD BE UPLOADED IN THE E.PROCUREMENT PORTAL. THE HARD COPIES OF THE SAME SHOULD BE FURNISHED ALONG PRE-QUALIFICATION OFFER OF THE TENDER						
BANGALORE METROPOLITAN TRANSPORT CORPORATION **THE CONTROLLER OF STORES AND PURCHASES,** **B.M.T.C., CENTRAL OFFICES,** **BANGALORE.**						
Subject: **Engaging an agency for providing Call Centre Services.**						
Reference: Tender No*:* BMTC/2023-24/SE0219						
NAME & ADDRESS OF THE FIRM:						
Sl. No.	**NOMENCLATURE**	**UOM**	**Tendered Qty**	**GST Rate**	**Total no of personnel employed**	**No. of personnel offered to BMTC**
1	**Call Center Executives (CCE)**	Rupees per person / month	**22 (18+4 Buffer)**			
2	**Team Leader (TL)**	Rupees per person / month	**1**			
A	**Prices**	**As per RFP**				
B	**Validity of the offer**	**90 days from the date of offer and will be extended till the completion of order**				
C	**Lead Time required**					
	Evaluation Criteria details: [(22*salary quoted for CCE/month/person)+(1* salary quoted for TL/month/person) as per the scope of the work of tender]					

11.7 Format 7: Performance Bank Guarantee from a Scheduled Bank.

The Controller of Stores and Purchases
Bangalore Metropolitan Transport Corporation,
K.H Road, Shanthinagar,
Bangalore – 560027

Guarantee No._____
_____ Dt.....
Amount of the Guarantee Rs.....
Guarantee cover from_____
Last date of lodgement of claim_____

Dear Sir,

This deed of guarantee executed by the ..... (hereinafter referred to as The Bank) in favour of The Controller of Stores and Purchases Bangalore Metropolitan Transport Corporation, K.H Road, Shanthinagar, Bangalore (hereinafter referred to as (The Beneficiary) for an amount not exceeding Rs.....- (Rupees .....Only) at request of M/s. ..... (Name of the firm).

This Guarantee is limited to a maximum of Rs..... (Rupees ..... Only) and the Guarantee shall remain on force up to _____ and cannot be invoked otherwise the by a written demand on or before the day_____

1. In consideration of the Bangalore Metropolitan Transport Corporation (herein after called "The Corporation") having agreed to exempt M/s. ..... (hereinafter called the contractor) from the demand under the Terms and Conditions of LOI/PO NO No.BMTC/STR/LP/..... Dated ..... made between the corporation and the contractor, for supply of ..... for the security deposit for due fulfilment of the said Contract. And as per terms and conditions contained in the said LOI/purchase order on the production of bank guarantee for Rs...../- (Rupees ..... Only). We ..... (name of the bank) at the request of M/s. ..... do hereby undertake to pay to the Bangalore Metropolitan Transport Corporation, an amount not exceeding Rs.....- (Rupees .....Only) on receipt of a demand from the Corporation stating that the amount claimed is due against any default in supply by said Contractor and/or any loss or damages caused to or suffered or which may be caused to or suffered by the Bangalore Metropolitan Transport Corporation by reason of any

breach by this said Contractor(s) of any of the terms or conditions contained in the said purchase order.

2. We ..... (name of the bank), Mumbai, do hereby undertake to pay the amount due and payable under this guarantee without any demur merely on a demand from the Bangalore Metropolitan Transport Corporation stating that amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Bangalore Metropolitan Transport Corporation by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said purchase order. However our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees ..... Only)

3. We ..... (Name of the bank), undertake to pay to the Bangalore Metropolitan Transport Corporation a sum not exceeding Rs. ..... (Rupees ..... Only) demanded not withstanding any disputes raised by the Contractor(s) in this present being absolute and unequivocal up to the amount specified herein. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the Contractor(s) Supplier(s) shall have no claim against us for making such payment.

4. We ..... (Name of the bank), further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and shall continue to be enforceable till all the dues of the Bangalore Metropolitan Transport Corporation under or by virtue of the said agreement have been fully paid and its Claims satisfied or discharged or till Bangalore Metropolitan Transport Corporation certified that the terms and conditions of the said agreement have been fully and properly carried out by the said Contractor and accordingly discharge the guarantee. Unless a demand or claim under this Guarantee is made on us in writing before ..... we shall be discharged from all liability under this Guarantee thereafter.

5. We..... (Name of the bank), further agree with the Bangalore Metropolitan Transport Corporation that the corporation have the fullest liberty without our consent and without effecting in any manner our obligation here under vary any of the terms or conditions of the said Contractor from time or to postpone for any time or from time to time any of the powers exercisable by the Bangalore Metropolitan Transport Corporation, against the said Contractor and to forbear or enforce any of the terms or conditions relating to said agreement and we shall not be relieved from the liability by

reason of any such variation or extension being allowed to the said Contractor for any forbearance, act or commission on the part of the department of any indulgence by the Department of the said Contractor or any such matter or thing whatsoever which under the law relating to surety would be this provision have effect of so relieving us, until the day of _____ when the liability of the Bank will cease.

6. This Guarantee will not be discharged due to the change in the constitution of the bank or the Contractor/ Supplier.

7. We ..... (Name of the bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the Bangalore Metropolitan Transport Corporation in writing.

Notwithstanding anything contained herein :

i) Our liability under this Bank Guarantee shall not exceed Rs...../- (Rupees .....Only)
ii) This Bank Guarantee shall be valid up_____ and
iii) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before_____

32 Format 8: Undertaking on litigation(s)

This is to certify that << COMPANY NAME >> is not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this RFP.

Company Secretary / Authorized Signatory
Name of Signatory:
Bidder Name:
Date:
Place:

11.9 ANNEXURE - A		
	To	
	THE CONTROLLER OF STORES AND PURCHASES,	
	B.M.T.C., CENTRAL OFFICES,	
	SHANTHINAGAR, BENGALURU	
	Sub: Engaging an agency for providing Call Centre Services	
	Ref: *Tender No:* BMTC/2023-24/SE0219	
	We hereby furnish the required details of pre-qualification as under	
1	NAME AND ADDRESS OF THE TENDERER	
a	Name of the firm	
	Office Address:	
	Telephone and Fax Number	
b	Works Address:	
	Telephone and Fax Number	
c	Name of the Authorized Signatory	
	Phone / Mobile Phone No.	
d	Name of the Contact person	
	Valid e-mail address	
	Phone/ Mobile Phone No.	
	Whether the firm is a Karnataka based SSI unit (Fill 'Yes' or 'No')	

2	PREQUALIFICATION INFORMATION		
a	Turnover Details (Turnover details shall be furnished for the preceding 3 Years)		Turnover in Rs. Crores
	2020-21		
	2021-22		
	2022-23		
b	The bidder should be a registered company under registrar of companies. The certificate of incorporation and memorandum of association shall be submitted in proof		No. Dt.
c	The tenderer should have a minimum of 3 years experience in Call Centre Management		
	Work order/client certificate	Year	Order value
d	The Agency should have provided at least 50 professionals to one or more Departments / Undertakings / Corporations of State or Central Government or Reputed Organizations for at least three financial years and should have rendered services satisfactorily. (Documentary proof in the form of certificate issued by the Department / Organization / Undertaking / Corporation for satisfactory services rendered shall be scanned and uploaded along with service agreements, work orders etc.		
3	U N D E R T K I N G		
a	Our company registered under registrar of companies		
b	We have minimum of 3 years experience in Call Centre Management		
c	We have not blacklisted by any Government / reputed organizations		
d	We have provided at least 50 professionals to one or more Departments / Undertakings / Corporations of State or Central Government or Reputed Organizations for at least three financial years		
e	We undertake to open an office in Bangalore on successful selection in the tender		
f	We undertake to provide any other registrations required as per the existing laws relating to providing manpower services.		
g	Our Contract have not been terminated / foreclosed by the employer during the last 3 years due to non-fulfilment of contractual obligations / non-compliance of statutory obligations.		
h	We provide personnel with regional language (Kannada) proficiency and who are willing to work anywhere in Karnataka State.		
i	We will provide the personnel who should be under the establishment rolls of the agency itself and the leaves, payment of salaries should be regulated by agency itself.		
j	Personnel provided by us shall not have any right to claim appointment in BMTC.		
l	We undertake to hold the quoted price for the period of Tender & to submit 10% Bank Guarantee/ Security Deposit.(Say "Yes or NO")		
m	We undertake to abide by all the terms and conditions of the tender (Say "Yes or NO")		
4	DOCUMENTS ATTACHED ELECTRONIC MODE(SCANNED)		
	We have attached the following documents in Electronic Mode(Scanned):(Fill 'Yes' or		

	'No')	
a	The certificate of incorporation and memorandum for the proof company registered under registrar of companies	
b	Documents supporting 3 years experience in Call Centre Management	
b1	Audited Statement of Accounts for the year 2020-21 duly signed by the CA and Authorised Signatory	
b2	Audited Statement of Accounts for the year 2021-22 duly signed by the CA and Authorised Signatory	
b3	Audited Statement of Accounts for the year 2022-23 duly signed by the CA and Authorised Signatory	
c	GST Registration Certificate	
c1	Annual VAT/CST returns/GST (whichever is applicable) for the year acknowledged by the concerned Commercial Tax Officer.	
	2020-21	
	2021-22	
	2022-23	
d	CA Certificate issued by the Chartered Accountant in the format prescribed	
e	Undertaking for not blacklisted by any Government /reputed organizations.	
f	Documents supporting for provided at least 50 professionals to one or more Departments / Undertakings / Corporations of State or Central Government or Reputed Organizations for at least three financial years . (Documentary proof in the form of certificate issued by the Department / Organization / Undertaking / Corporation for satisfactory services rendered shall be scanned and uploaded along with service agreements, work orders etc.	
g	Undertaking to open an office in Bangalore on successful selection in the tender	
h	Certification of Incorporation under Companies Act 1956	
i	Certificate of Registration under the Employees State Insurance Act (ESI) – Previous half yearly and yearly statements / returns submitted to ESI authorities for each employee.	
j	Provident Fund Registration Certificate issued by the Regional Provident Fund Commissioner – Previous statement of yearly returns submitted to PF authorities for each employee.	
k	Service Tax Registration Certificate.	
l	Registration Certificate with Labour Department.	
m	Certificate of Registration under Professions Tax Act.	
n	Copy of the PAN card of the agency.	
o	Undertaking for not terminated / foreclosed by the employer during the last 3 years due to non-fulfilment of contractual obligations / non-compliance of statutory obligations	
p	Declaration as per the format on Bond paper.	
q	Additional Format	
r	NSIC Certificate (To avail exemption from the payment of Tender form fee and Earnest Money Deposit)	
5	We are aware of the fact that the Tender submitted by us through electronic mode is an valid offer. Any variation committed/observed compared to original documents submitted subsequently will lead to disqualification of our offer and also the Corporation reserves the right to Black list us apart from initiating other legal action.	

11.10 ANNEXURE - A1		
To		
THE CONTROLLER OF STORES AND PURCHASES,		
B.M.T.C, CENTRAL OFFICES,		
K.H. ROAD, BENGALURU		
Sub: Engaging an agency for providing Call Centre Services		
Ref: Tender No. BMTC/2023-24/SE0219		
We hereby furnish the payment of Tender Form Fee, Tender Processing Fee and EMD details under		
1	Name of the firm	
2	**Tender Processing Fee Details :- To be paid through e-payment mode only-Non Refundable**	
a	Mode of Payment	
b	Amount Rs:	As charged by KP procurement Portal
c	Bank Transaction No: (For NEFT / OTC)	
3	**EMD Details: - To be paid through e-payment mode for the Karnataka Public procurement only.**	

a	Mode of Payment	
b	Amount Rs:	Rs:50,000.00
c	Bank Transaction No: (For NEFT / OTC)	

Signature of the Authorized Signatory with Company Seal.
Name:
Designation:
Date:
Mobile No:
E-Mail ID:
Company Bank details :
Company name:
Bank Name:
Account Number:
IFSC Code:
Branch:

11.11 CERTIFICATE OF VERIFICATION FROM CHARTERED ACCOUNTANT

We hereby certify that the annual average turnover furnished by M/s……..for the preceding continuous three years i.e., 2020-21, 2021-22 and 2022-23 from providing call centre services is as detailed below and as furnished in the enclosed statement of accounts, is verified by us and found correct.

Year	**Rs.**
2020-21	-
2021-22	**-**
2022-23	**-**

Chartered Accountant

[Signature with seal]

My membership No……

Address……

……

……

11.12 DECLARATION-I (for offering lowest rates)

(Proforma of Declaration to be furnished on a Government Stamp Paper(Denomination value as prescribed by the govt of Karnataka)

The Controller of Stores and Purchases
BMTC, Central Offices, Shanthinagar,
K.H. Road, Bengaluru - 560 027

Sirs,

Sub: **Engaging an agency for providing Call Centre Services**
Ref: **Tender No.** BMTC/2023-24/SE0219

We hereby declare that the rates quoted by us in lowest and we have not quoted/provided call centre services to any other STU's/Organizations during the preceding One year at less than the rates offered by us in the subject tender.

OR

We have provided call centre services to our following customers during the preceding One year. At less than the rates offered to you in the subject tender, and the details are as follows:

1. Name of the STU / Organization to whom the supplies were made.
2. Rates offered to them
3. The reasons for variation
4. Quantity offered/supplied

1) We declare that, we have not been blacklisted/barred from participating in the tender (s) by any of the Government Organisation/Public Sector undertaking for breach of contract during last three years. Further, we have not been declared ineligible for corrupt and fraudulent practices issued by any of the State Government/Government of India/Union Territory.
2) We hereby declare that, all the particulars furnished by us in this tender are true to the best of our knowledge and we accept that, if any stage, the information furnished is found to be incorrect of

false, we are liable for disqualification from this tender and also are liable for any penal action that may arise due to the above.

3) We agree to abide by the payment clause.
4) We agree to abide the payment clause and Standard Terms and Conditions of the tender.
5) The rates quoted in the e-procurement portal are final and we agree to hold the same till the completion of the supply of ordered quantity.
6) We agree to furnish 10% of the purchase order/work order value as Security Deposit within a week's time from the date of issue of intent.
7) We are aware of the fact that, any conditional offer/ counter conditions (Technical or Financial bid) shall lead to rejection of our tender.
8) We undertake to abide by all the terms and conditions of tender, in case of violation of any of the Terms and conditions of the tender, we understand that, we are liable to be barred by BMTC for participating in future two tenders

Signature of the Authorized Signatory.

Designation
Date
Seal of the Company.

Note: the bidders are requested to furnish declaration on the stamp paper for above mentioned either of the clause a or b as applicable.

11.13 DECLARATION – II Compliance Certificate regarding restrictions on public procurements from bidders of countries which shares a Land Border with India

(to be furnished on a Government Stamp Paper of Rs. 20/-)

The Controller of Stores and Purchases
BMTC, Central Offices, K.H. Road,
Bengaluru-560 027

Sir,

Sub: **Engaging an agency for providing Call Centre Services**
Ref: **Tender No.** BMTC/2023-24/SE0219

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We have read the clauses regarding restrictions on procurement from a bidder of a country which shares a land border with India (GoI Letter No. F.No. 6/18/2019 -PPD dtd: 23.07.2020 Order (Public Procurement No. 1 and 2) dated 23.07.2020 & Order (Public Procurement No. 3) dated 24.07.2020 and GO of GoK vide No. FD 455 Exp-12 2020 Bengaluru Dated:25.08.2020.**GoI OM vide No. F.No. 18/37/2020-PPD dtd: 08.02.2021 and GoK circular vide No. FD 455 Exp-12/2020 Bengaluru Dtd: 10.03.2021.**

i. I/ We certify that, we are not from such a country which shares a land border with India and we are eligible to be considered.

   Or

   I/ We declare that, we are from such a country or countries which shares a land border with India and we have been registered with the Competent Authority and certify that, we fulfill all requirements in this regard and are eligible to be considered. A copy of the valid registration by the Competent Authority is enclosed along with this declaration for Evidence.

ii. We declare that, we will not sub-contract any work to a contractor from such country or countries which shares a land border with India unless such contractor is registered with the

Competent Authority in case the work order is released on us. We fulfill all requirements in this regard and is eligible to be considered. (A copy of the valid registration issued by the Competent Authority to be enclosed if applicable).

iii. We declare that, we will not supply finished goods procured directly/ indirectly from the vendors from the countries sharing land border with India unless such vendor is registered with the Competent Authority.

iv. We aware of the fact that, if the information provided by us in this certificate/ declaration is found to be false at any stage, this would be a ground for immediate termination of order/ contract/ LoI and further legal action against us in accordance with law.

v. We are aware that, such registration with Competent Authority should be valid at the time of submission of bids and at the time of acceptance of bids.

Signature of the Authorized Signatory.
Name:
Designation:
Mobile No:
E-Mail ID:
Date:
Seal of the Company